HousePure® ScaleStop Performance Expectations

Note to the Homeowner
Your HousePure® ScaleStop system will improve the properties of water throughout your home. The following are some things to expect and some recommendations for maximizing the benefits and your enjoyment of HousePure® ScaleStop:

The HousePure® with WATTS ScaleStop by Water, Inc. is not a water softener. Treated water will not feel “soft” nor will there be a slippery feeling common with soft water.

Soap lather will be slightly less than what is experienced with softened water, but more than what is experienced with untreated water.

Sinks and fixtures - should have little or no spotting. If water is allowed to evaporate off a surface, small spots may be left behind. This spotting should not require any more than a wet cloth or sponge to remove. No harsh cleaning chemicals should be required as with typical hard water spotting.

Dishwasher - spotting on dishes and on the surface of the dishwasher should be greatly reduced or eliminated. We recommend that you immediately reduce the amount of dishwashing detergent by approximately 50% as compared to hard water use. Dishwashing detergents low in phosphates are highly recommended as they are better for the environment and phosphates can cause spotting. In very hard water areas, the use of a rinse aid is required.

Shower doors and tiles - should have little or no spotting. When water evaporates off a surface, small spots may be left behind. These spots should be easy to remove with a damp cloth or sponge. In the bath you should notice that soaps and shampoos lather more than with untreated water. Soaps and shampoos will also rinse off much easier and faster than they would with traditional soft water. We recommend the use of modern soaps for best results.

Things to watch for:
During the first 30-90 days:
• Faucet aerators and drains may plug occasionally as old scale is removed from your plumbing system and water heater. This is normal for a heavily scaled home.

• You may also see milky water while the de-scaling is taking place. This is simply an increase in the calcium in the water because HousePure® ScaleStop is removing old scale deposits from your pipes.

Good practices:
If your dishwasher is severely coated with scale at the time of installation, we recommend that you purchase and use a product like Jet-Dry® Dishwasher cleaner to accelerate the cleaning. After this initial cleaning, HousePure® ScaleStop should keep it clean.

During the first 30-60 days:
We also recommend that you drain your water heater tank. This should be done 30 to 60 days after the HousePure® ScaleStop System is installed, and again in one year. This is a good practice that can dramatically increase the life of your water heating appliance. The HousePure® ScaleStop system will help keep the tank and heating elements free of scale and operating at peak efficiency. Please follow the water heater manufacturer's instructions when draining the tank.

NOTE: No additional maintenance is required for tankless water heating appliances.

Well Water
Well water applications may not be appropriate for the HousePure® ScaleStop system. A water analysis must be completed and submitted to a Water, Inc. technician for evaluation to confirm the efficacy of the HousePure® ScaleStop system with non-municipal water prior to purchasing the HousePure® ScaleStop System.

Feed Water Chemistry Requirements

- pH: 6.5 to 8.5
- Hardness (maximum): 75 grains (1300 ppm CaCO3)
- Water Pressure: 30 psi to 100 psi (207 kPa to 6.9 bar)
- Temperature: 40°F to 110°F (5°C to 43°C)
- Chlorine: < 3 ppm
- Iron (maximum): 0.3 mg/l
- Manganese (maximum): 0.05 mg/l
- Copper (maximum): 1.3 mg/l
- Oil & hydrogen sulfide: None allowed
- Polyphosphate: None allowed
- Silica (maximum): 10 ppm

*Jet-Dry is a registered trademark of Ecolab, Inc.
## Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Cause</th>
<th>Correction</th>
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</thead>
<tbody>
<tr>
<td>1. HousePure ScaleStop fails to backwash.</td>
<td>A. Electrical service to unit has been interrupted.</td>
<td>A. Assure permanent electrical service (check fuse, plug, pull chain, or switch).</td>
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<tr>
<td></td>
<td>B. Timer is defective.</td>
<td>B. Replace timer.</td>
</tr>
<tr>
<td></td>
<td>C. Power failure.</td>
<td>C. Reset time of day.</td>
</tr>
<tr>
<td>2. Loss of water pressure.</td>
<td>A. Iron/sediment buildup in line to water conditioner.</td>
<td>A. Clean line to water conditioner.</td>
</tr>
<tr>
<td></td>
<td>B. Iron/sediment buildup in water conditioner.</td>
<td>B. Clean control and increase frequency of backwash.</td>
</tr>
<tr>
<td></td>
<td>C. Inlet of control plugged due to foreign material broken loose from pipes by recent work done on plumbing system.</td>
<td>C. Remove piston and clean control.</td>
</tr>
<tr>
<td>3. Control cycles continuously.</td>
<td>A. Misadjusted, broken, or shorted switch.</td>
<td>A. Determine if switch or timer is faulty and replace it, or replace complete power head.</td>
</tr>
<tr>
<td>4. Drain flows continuously.</td>
<td>A. Valve is not programmed correctly.</td>
<td>A. Check timer program and positioning of control. Replace power head assembly if not positioning properly.</td>
</tr>
<tr>
<td></td>
<td>B. Foreign material in control.</td>
<td>B. Remove power head assembly and inspect bore. Remove foreign material and check control in backwash and rapid rinse positions.</td>
</tr>
<tr>
<td></td>
<td>C. Internal control leak.</td>
<td>C. Replace seals and piston assembly.</td>
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</tbody>
</table>
**Troubleshooting (Continued)**

**Error Codes**

*Note: Error codes appear on the In Service display.*

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Error Type</th>
<th>Cause</th>
<th>Reset and Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Cam Sense Error</td>
<td>The valve drive took longer than 6 minutes to advance to the next cycle position.</td>
<td>Unplug the unit and examine the powerhead. Verify that all cam switches are connected to the circuit board and functioning properly. Verify that the motor and drive train components are in good condition and assembled properly. Check the valve and verify that the piston travels freely. Replace/reassemble the various components as necessary. Plug the unit back in and observe its behavior. The unit should cycle to the next valve position and stop. If the error re-occurs, unplug the unit and contact technical support.</td>
</tr>
<tr>
<td>1</td>
<td>Cycle Step Error</td>
<td>The control experienced an unexpected cycle input.</td>
<td>Unplug the unit and examine the powerhead. Verify that all cam switches are connected to the circuit board and functioning properly. Enter Master Programming mode and verify that the valve type and system type are set correctly with regard to the unit itself. Step the unit through a manual backwash and verify that it functions correctly. If the error re-occurs unplug the unit and contact technical support.</td>
</tr>
<tr>
<td>2</td>
<td>Backwash Failure</td>
<td>The system has not backwashed for more than 99 days or 7 days if the Control Type has been set to Day-of-Week.</td>
<td>Perform a Manual backwash to reset the error code. If the error re-occurs, contact technical support to verify the unit is configured properly. As appropriate for the valve configuration, check that the correct system capacity has been selected and that the day override is set properly. If the unit is configured as a Day-of-Week system, verify that at least one day is set ON. Correct the settings as necessary.</td>
</tr>
<tr>
<td>3</td>
<td>Memory Error</td>
<td>Control board memory failure.</td>
<td>Perform a Master Reset and reconfigure the system via Master Programming mode. After reconfiguring the system, set the valve through a manual backwash cycle. If the error re-occurs, unplug the unit and contact technical support.</td>
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Warranty and Service Information

- The HousePure® ScaleStop system is warranted to be free of defects in materials and workmanship for 5-years from the date of original purchase.

- The ScaleStop media is warranted for performance for a period of 2-years from the date of the original installation when installed and operated in accordance with the instructions in the corresponding Installation and Operation Manual.

- The HousePure® ScaleStop tanks carry a lifetime warranty for leaks and cracking.

- The HousePure® ScaleStop Tank 2 Media is recommended to be changed every 3-years. For replacement media, call Water, Inc. Service at 1-800-322-WATER (9283), extensions 115 or 132.

- Granular Activated Carbon (GAC) Tank 1 media is warranted to perform for a 5-year service life. Note: the service life of GAC varies significantly with local water conditions and volume. Typically, HousePure® GAC will perform beyond 10 years with regular use. For replacement media, call Water, Inc. Service at 1-800-322-WATER (9283), extensions 115 or 132.

Conditions

1. The HousePure® ScaleStop system must be installed in applications with municipally supplied water adhering to EPA guidelines.
2. Any component failure must not result from abuse, fire, freezing or other acts, violence, or improper installation.
3. Equipment must be installed and operated in compliance with the local plumbing codes and on an approved water supply.
4. Equipment is limited to use at water pressures and temperatures that do not exceed published specifications.
5. Information, including model number, serial number, and date of installation, must be provided for any claims pertaining to equipment in warranty.
6. Defective parts are subject to inspection by either Water, Inc. or any authorized representative before final commitment of warranty adjustment is made.
7. Water, Inc. reserves the right to make changes or substitutions in parts or equipment with material of equal quality or value and of then current production.